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Xavier Mercado
Senior Administrator
Interface Rehab, Inc.

Client Profile

Solution Overview

Organization:

Interface Rehab, Inc.
300 employees
Headquarters: California

Industry:

Rehabilitation therapy services on a contract basis. Provides hospitals and clinics with physical therapy, occupational therapy, and speech therapy services. Places approximately 300 licensed therapists at more than 90 locations throughout Southern California.

Situation:

Twice a month, 300 employees would fax in their timesheets. Processing this paperwork took an average of five days per pay period. In addition, employee reporting was based on the honor system and susceptible to abuse. But no one knew how extensive it might be.

Solution: eTIMEphone®

Interface Rehab switched to eTIMEphone, ADP's telephony solution. Now employees call a toll-free number and key in a personal ID to clock-in and clock-out. The captured information is then downloaded via the Internet by a payroll administrator, who imports it into eTIME®, reviews it, and sends it electronically to ADP payroll. Employees see a detailed list of worked hours on their pay statements.

“You will save time. You will save money. We've seen it in our books and in our profits,” says Xavier Mercado, a Senior Administrator at Interface Rehab. “That's the biggest benefit. It just completely pays for itself.”

Productivity

Challenges And Solutions

Eliminate \$35,000 Worth of Time Theft From Each Pay Period.

While Interface Rehab is paid by the number of patients it treats — it pays its therapists by the hour. So when therapists “padded” their hours, costs went up — but not revenue.

As it turned out, the amount of padding had been significant. “People were entering their arrival time every day as 8 o’clock,” recalls Xavier Mercado. “As soon as we started using eTIMEphone, we saw that they were really getting in at 8:15, 8:20, 8:30, 8:45. It gave us a much more accurate idea of what they were doing. And that’s only fair.”

The increased accuracy led to a spectacular reduction in labor costs. “In the first pay period that we ran it fully, we went from a \$215,000 payroll down to about \$180,000. So we saved approximately \$35,000 per pay period. I was completely amazed.” He adds that because Worker’s Compensation is based on total payroll, the company’s insurance premiums have also gone down.

Verify The Location of Mobile Employees.

When employees report their hours to eTIMEphone, Interface knows not only when they reported for work, but also where. Using caller ID information, eTIMEphone notes each caller’s point of origin in the employee record.

“Just last pay period,” Mr. Mercado recalls, “we had a report that one employee was clocking in and out from her home. We checked our eTIMEphone records and verified that she was calling from her home number. We disallowed the hours and when she called to ask why, we addressed the situation with her.”

The caller ID feature also helps Interface to reach its employees in hospitals, where cell phones are not allowed. “Before, if a therapist was not at facility A, then we’d try to call for them at facility B or C. We had to make extra phone calls and constantly wait on hold,” says Mr. Mercado.

“Now, our administrators just go to the eTIMEphone Website and find where the employee is at that precise moment. So it has decreased phone time and headaches as far as finding our employees.”

Reduce Payroll Processing Time By More Than 60%.

Manual timekeeping was extremely time-consuming for Interface Rehab. “On the 15th and at the end of the month, all our employees would fax their personal timesheets to our office,” explains Mr. Mercado. “We had to install extra fax lines to manage the volume of incoming faxes. It took at least five days to verify, confirm, and add everything up.”

Automating with eTIMEphone reduced that preparation time by more than 60%. Says Mr. Mercado, “With eTIMEphone, it takes us less than two days to process the same reporting.”

Make Labor Reporting Convenient and Easy.

One concern when Interface chose eTIMEphone was how therapists might react. “These are doctors and professionals,” says Mr. Mercado. “We thought we might lose some.”

As it turned out, employees welcomed the new system. “The ethical, good employees will stick with you,” says Mr. Mercado. “In fact, they’re going to be happy about it. Because eTIMEphone works through a tollfree number, you can use any phone. It takes less than five seconds. And when they leave, or if they break for lunch, they just call out. They don’t have to fax in the information. They see all the punches in their ADP checks, so they know exactly when they punched in and punched out. Everybody has appreciated it.”

Conveniently Deliver Messages to Groups of Mobile Employees.

Interface Rehab holds monthly and quarterly conference calls for its employees. But reminding 300 mobile employees about an upcoming call took lots of time. That task is considerably easier now because eTIMEphone can play voice messages when employees call in. As Mr. Mercado explains, “We leave a friendly reminder: ‘There’s a conference call this Tuesday at 3:30 p.m. Here’s the number.’ They can’t claim that they never got the message because if they called in their time, they had to hear it.”

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